

# Curriculum Vitae



**Ali Nader**

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## PERSONAL SUMMARY

To acquire a challenging position in the management of an organization where I can better utilize my skills, education, and to be a part of a team to achieve the goals of the organization.

A dedicated Operations specialist with extensive experience in hospitality management, I hold solid operational, financial and commercial expertise, as well as strong leadership skills with a true passion for people and drive for results.

Talented trainer and motivational speaker with a very strong training background for all personnel levels. Have the ability to build a high performing team from the scratch; with an outstanding pre-opening and conversion experience. Influencing others and assigning targets, goals and coaching team members and managers for future development. Team player, who is able to inspire passion, assumes responsibilities and getting things done.

A very strong guest oriented individual who has the ability to build and enhance standards and operating procedures as required; have the ability to lead projects and major activities including quality audits and the guest satisfaction channels.

## AREAS OF EXPERTISE

- Revenue/ Yielding management
- Talented Trainer & Motivational speaker
- Revenue maximizing/ up selling programs
- All HR related forms and requirement for the teams.
- Project management
- People Management
- Rooms division
- Pre openings / conversions
- Crisis management
- Brand Service & quality Standards.
- P&L, budgeting, FF&E & capex
- Accounts reports, systems & forms.
- All required software systems & PMS Systems for Hotels.

## CAREER SUMMARY

- |   |                      |
|---|----------------------|
| • Front Office Manager/Acting Operations Manager (Replacing GM) | Jan 2014 - Current   |
| • Cluster Assistant Front Office Manager                        | Sep 2011 – Jan 2014  |
| • Front Desk Manager  | Nov 2009 – Sep 2011  |
| • Assistant Manager   | July 2007 – Nov 2009 |
| • Night Manager   | Jan 2006 – July 2007 |
| • Front Office Supervisor                                       | Sep 2004 – Jan 2006  |
| • Guest Service Agent / Receptionist                            | Sep 2002 – Sep 2004  |
| • Telephone Operator & Business Center Clerk                    | Apr 2001 – July 2002 |

## CAREER HISTORY

### **Front Office Manager (Acting Operations Manager and Replacing GM) Hilton Garden Inn Muscat (Pre-opening)**

**Oct 2018 – Feb 2021**

- ❑ The hotel contains 232 rooms, a total of 3 outlets and 9 meeting rooms.

#### **Main Responsibilities:**

- Assisting the General Manager in managing the HOD's and the entire operation to ensure Guest satisfaction, profitability, control costs and quality standards.
- Supporting POMECS
- ME Area Quality Champion (SALT & QA)
- Guest reviews champion (TripAdvisor, Booking.com and Google LuauSoft)
- Supporting commercial team to achieve REVPAR, RGI, ADR and GOP

#### **Achievements:**

- \* **FO:** YTD 2019: Upsell Rooms 20.7k \$ and Breakfast upsell 67.5k \$ (implemented internally)
- \* **Quality:** 2019 SALT: Arrival 2.8% above target / Departures: 2.7% Above target / Hotel Overall Experience 1.7% Above target
- \* **Guest Loyalty Program** YTD 2019 Honors: 28.1% above enrollment target
- \* **Social Media:** Booking.com 8.9 Superb – TripAdvisor Travelers choice 4.5 and Google LuauSoft 4.5 excellent
- \* **Financial:** GOP, GOPT% achieved satisfactory.

### **EAM-Rooms & FOM Taskforce Hilton Dead Sea Resort & SPA and King Hussein Bin Talal Convention Center – Dead Sea, Jordan – Taskforce (Apr 2018 – June 2018)**

- \* The hotel contains 285 rooms, a total of 7 specialty outlets, 2 lounges and 2 ballroom capacity 2400 persons In addition, 29 meeting rooms capacity up to 180 persons.

**Main Responsibilities:** Implement and maintain the Hilton Standards from the scratch and train the team to be a high performing team, fully in charge of Front Office operations and Executive Lounge, reservations, supporting commercial, implementing emergency manuals plus the quality and Standards.

### **Front Office Manager (Replacing Hotel Manager Acting Operations Manager) DoubleTree by Hilton Dhahran – Eastern Province - KSA (Conversion to the 1st DoubleTree hotel in KSA and first Hilton Hotel in the Eastern Province of KSA)**

**Jan 2014 – Oct 2018**

- ❑ The hotel contains 153 rooms, a total of 4 outlets, ballroom, 5 meeting rooms.

**Main Responsibilities:** Overseeing the rooms operations: Housekeeping; FO & Reservations; Manages Rooms Operations to insure profitability, control costs and quality standards to ensure total guest satisfaction in charge of the entire hotel in the absence of the Hotel Manager.

#### **Achievements:**

- \* Successful Implementation of Crisis and emergency Manuals.
- \* The hotel was awarded best 4 stars' hotel in Saudi Arabia on 2014 by the department of tourism.
- \* Increased Guest satisfaction indicators of Front Office overall efficiency YOY by 3.5%, Overall Arrivals & Departures by 6.5%
- \* Successfully implemented internal rooms Up-selling program for Front Office and Reservations achieved annually 55k \$ with increase YOY 15k to 20k \$
- \* Leading and successfully implemented the following projects: Heart of Hilton for Team members (Project to re install graphics and do amendments of the entire team member's areas), Evacuation procedures and relevant trainings.
- \* Leading 2 major meetings in the hotel: Quality meeting (SALT: Satisfaction and Loyalty Tracking) and Quality Assurance meeting.
- \* Assist all relevant departments in the rooms division to maintain room's profitability between 81% to 83% by controlling variable costs and adjusting overhead payroll as required subject to the business level.

### **Assistant Front Office Manager Dubai Cluster (Managing entire Front Office for Hilton Dubai The Walk and Replacing the operations director) – UAE (Pre-opening to the first Hilton Residences in Dubai) (3 hotels Resort 400 rooms, the Walk 363 rooms plus supporting Hilton Creek where needed)**

**Sep 2011 – Jan 2014**

- ❑ The main hotel The Walk contains 363 units that contains rooms and apartments that includes 2, 3 and 4 bedrooms the hotel equal to 900 rooms, a total of 4 outlets, 1 sky lounge "Pure", 10 meeting rooms and 55 rooms in the Executive floors. 70 floors

**Main Responsibilities:** Manages Front Office during the pre-opening through times of stress, and emergencies, resolves guest concerns, and implements resolutions by using discretion and judgment. Front Office contains the following-

sections: (Reception, Guest service desk, Telephone operators, Admin & PA's, Concierge, Transportation and Executive-lounge with 55 executive rooms and suites and the VIP lounge that offers Breakfast; afternoon tea and happy hours plus full day snacks and drinks inclusive)

**Achievements:**

- Increased Guest satisfaction indicators of Front Office for Speed of check in YOY by 2.8%, Overall Departures by 3.5%
- Successfully implemented internal rooms Up-selling program with TSA company for Front Office which achieved annually 320k \$ with increase YOY 30k to 50k \$
- Successfully designed, created and implemented the Long Term standard operating procedures for tenants.
- Successfully implemented all related pre-opening project requirement that includes: (Critical pathways, Budget & Forecast, Manning & Recruitment, FF&E, Capex, Lobby and offices layouts, Room configurations and layouts, Emergency binder for FO, Champion for all Hilton systems, Front Office Brand Service Standards, Front Office Task Analysis and Front Office Standard Operating Procedures.)

**Front Desk Manager - Hilton Dubai Jumeirah Resort (Flagship hotel) – Dubai - UAE**

**Nov 2009 – Sep 2011**

- ❑ The hotel contains 389 Rooms, 8 outlets, 10 meeting rooms and 120 rooms in the Executive floors.

**Main Responsibilities:** Assists the Front Office Manager in all Front Office Operations to ensure profitability by maximizing revenue opportunities, monitors the plan key performance targets to ensure goals are achieved and control costs.

**Achievements:**

- Increased Guest satisfaction indicators of Front Office Overall Arrival YOY 4.9% and Overall Departures by 2.3%
- Leading the up-selling program to enhance and increase YOY result with 30k\$
- The hotel received the following awards: excellence award from Quality Assurance, H360 first cup winner, The Dubai Quality Award Blue& Gold certificate, best corporate responsibility award
- Pilot the OnQ PMS as OnQ Champion and Honors champion

**Assistant Manager -Front Office- Hilton Dubai Jumeirah Resort – Dubai - UAE**

**July 2007 – Nov 2009**

**Night Manager - Hilton Dubai Jumeirah Resort – Dubai - UAE**

**Jan 2006 – July 2007**

**Front Office Supervisor - Hilton Dubai Jumeirah Resort – Dubai - UAE**

**Sep 2004 – Jan 2006**

**Receptionist / Guest Service Agent - Hilton Dubai Jumeirah Resort – Dubai – UAE**

**Sep 2002 – Sep 2004**

**Telephone Operator and Business center agent- Sonesta St. George Luxor – Egypt**

**Apr 2001 – July 2002**

- ❑ The hotel contains 224 Rooms, 4 outlets, 4 meeting rooms.

## COMPETENCIES

**PROFESSIONAL ABILITIES**

- Talented Trainer and facilitator, motivational and public speaker; has the ability to influence others and well trained in case of any crisis or disasters. Self-motivated, fast learner and excellent communication skills.
- Creating internal up-selling scheme for both FO & Reservations with the tracking sheets.
- Creating the departmental SOP's and Brand Standards.
- Fast learner, hard worker & decision maker. Can work skillfully with teams.
- Responsible of the people development and the ability to identify the potential team members and to create personal development plans for them.
- Successfully driving the guest satisfaction, QA (Quality Auditor) & Space audit compliance together with the team.
- Handling and tracking successfully the Guest complaints systems if required.

## PERSONAL ABILITIES

Speaks, write and read Arabic Fluently (mother tongue)

Speaks, writes and reads English Fluently.

## ACADEMIC

- Bachelor of Tourism and Hotel Management  
Faculty of Tourism & Hotel Management - Elminya University – Egypt 2000
- Licensed Tour Guide from the Egyptian Ministry of Tourism - worked 1999 – 2001

## TRAINING AND DEVELOPMENT, ASSESSMENT & AWARDS

### Training programs & Courses:

- 2002 5 Stars Standard for Hotels (Training, By Sonesta International)
- From 2002 to 2006 All Major Hilton trainings: (Wow factor & Service Excellence, Telephone technique, Complaint Handling, Train the skills trainer, Train the group trainer, Principles of Supervision, license to review, Fidelio JSB TTT (7 days course) Fidelio Champion, Technical & Behavioral skills for the trainers, license to hire, Journey Ambassador, Mastering art of service (MAOS), PDR awareness, Next step on the Journey, Front Office Academy (3 days residential course), and Over 200 Hilton University online courses)
- 2006 Negotiating effectively (3 days' course by people plus company through Hilton)
- 2006 – 2008 Dubai Quality Award for excellence with Hilton Dubai Jumeirah Resort & Residence.
- 2009 Management Awareness Program (MAP) (Training, By Hilton)
- 2011 BTTT (Hilton Brand trainer the trainer)
- 2013 MDP03 (formerly known as Pro Active Leadership - PAL)
- 2014 BTTT (Doubletree Brand trainer the trainer)
- 2014 SETA tourism award best 4 stars' hotel in KSA with DoubleTree by Hilton Dhahran
- 2017 Long Service Award 15 years Hilton.

### Assessment Centers:

- Completed and finished the MDP03 - PAL "Pro- Active Leadership" course 2013.

## REFERENCES

- Will be provided on request!

Dear Sir/Madam, Thank you for giving my C.V. Part of your time for your review. I hope to join your team and be a useful member of your esteemed organization.